

## ABSTRACT

A packetised data network includes IP telephones (ITs) and a network intelligence (NI). All of the keys of each IT are "soft" keys (i.e., they have no fixed function). The NI associates a configuration data structure with the IT which correlates the keys with functions, and, based on this, may control the display of the IT to indicate the current function of certain of the soft keys. Some of the functions are requests for data services at the telephone (e.g., video or programmed audio over the internet). When a user requests such a service with a key press, the NI sets up the service between the data source and the telephone. This may require associating a new configuration data structure with the keys of the IT. The IT user may activate multiple data services through the NI.